



State Budget Committee Hearing

Indiana Bureau of Motor Vehicles

December 7, 2010

Our Promise

We are committed to providing responsive service, accurate records, and customer choices that are fast, secure and easy to use.

Agenda

- BMV by the numbers
- Review of strategic priorities
- Agency challenges
- Budget overview



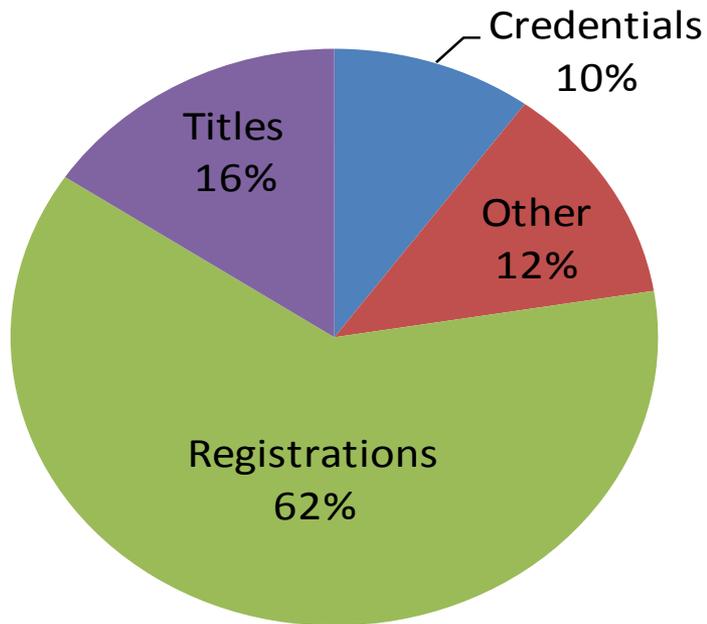
BMV by the Numbers

- 12,500,000 transactions annually
 - Drivers
 - 4.5 million licensed drivers
 - 700,000 ID card holders
 - 2 million transactions processed in 2010
 - Vehicles
 - 7.2 million vehicles registered annually
 - 223,850 watercraft registered annually
 - 1.9 million title transactions processed annually
 - Taxes and fees collected and distributed
 - \$895+ million annually
 - Court documents affecting driving records
 - 950,000

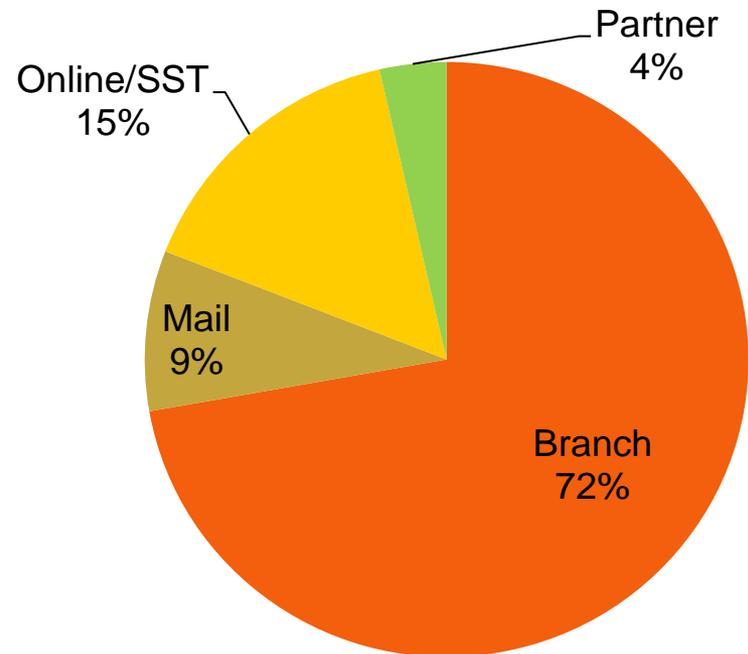


BMV by the Numbers

All BMV Transactions



2010 Break-down by channel



Strategic Priorities

- Improve **customer service** by providing more ways for customers to conduct BMV business
- Strengthen **security** to fight fraud and identity theft
- Improve **operational efficiency** and productivity
- Build a **performance-driven** culture



Initiatives & Accomplishments

Customer Service



myBMV.com

Increased online services including:

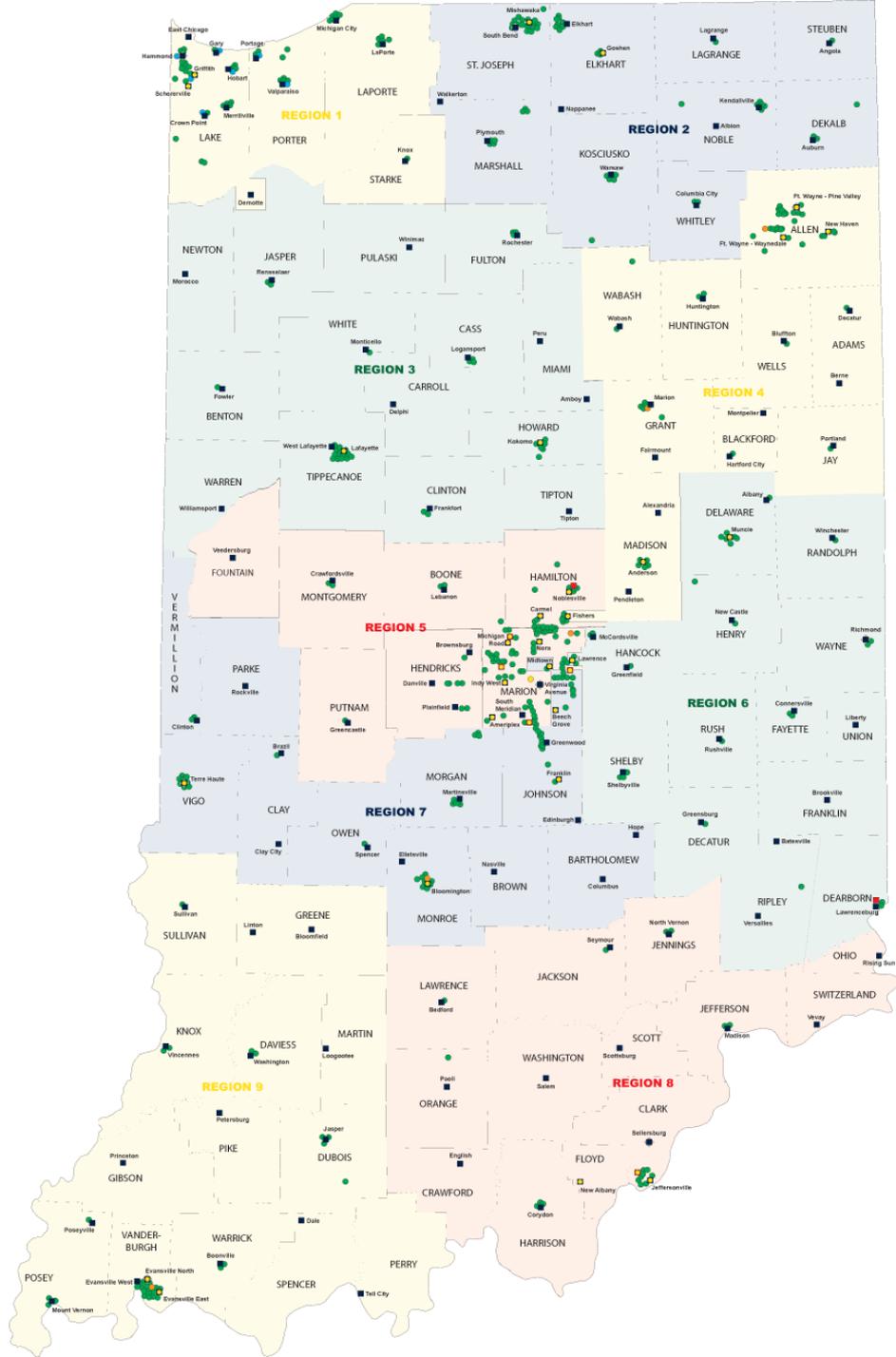
- Registration renewal
- Driver's license and/or ID card renewal
- Reserve personalized license plate
- Purchase specialty license plate
- Update insurance information
- Update mailing address
- Pay BMV reinstatement fees
- Purchase and print Official Driver Record
- Purchase duplicate registration
- View transaction history
- Print out receipts from previous vehicle registrations



Customer Service

Customer Choices

-  License Branch
-  Self-Service Terminal
-  License Branch with Self-Service Terminal
-  License Branch and Reinstatement Center
-  AAA License Branch
-  AAA License Branch with Self-Service Terminal
-  Auto Dealer Partner
-  Clean Air Car Check Station



Over 600 total choices

Initiatives & Accomplishments

Security

- Fraud and Security Enforcement Division
 - Enhanced Internal Audit function
 - Successful SBOA audit results
 - All BMV branches internally audited at least once a year
 - Partner location audits doubled since 2008
 - Reviewed all branch physical security and implemented numerous improvements, including cameras and electronic locks
 - Provide monthly list of suspended drivers and habitual traffic violators to State Police



Initiatives & Accomplishments

Security

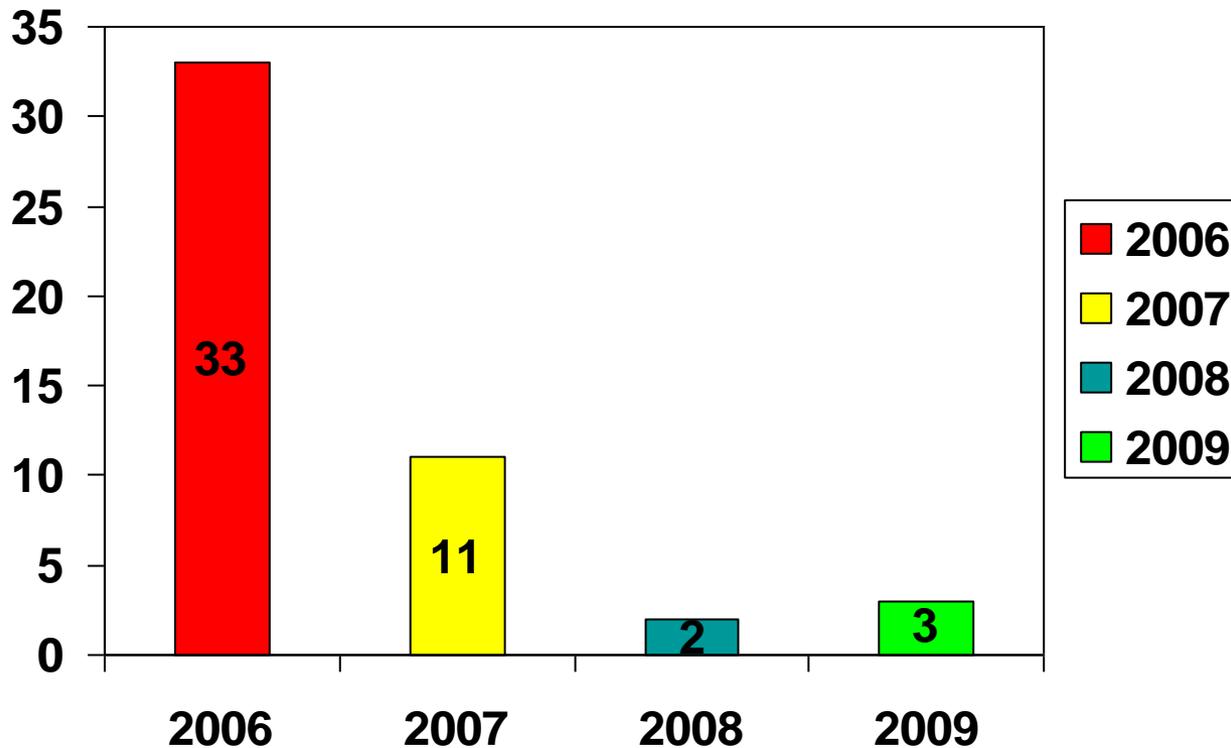
- Credentials
 - Online SSN verification
 - Online legal status verification
 - Facial recognition technology
 - Central issuance
 - One of two states in material compliance with the U.S. Real ID Act



Initiatives & Accomplishments

Security

SBOA Audit Report – Corrective Action Recommendations



Initiatives & Accomplishments

Operational Efficiency

- Electronic forms submittal and automated data entry
 - Insurance forms
 - Court records
- Centralized electronic document storage
- Just-in-time plate fulfillment
- Branch optimization
- Centralized phone answering for all branches and call center modernization
- Centralized dealer/fleet services



Initiatives & Accomplishments

Culture

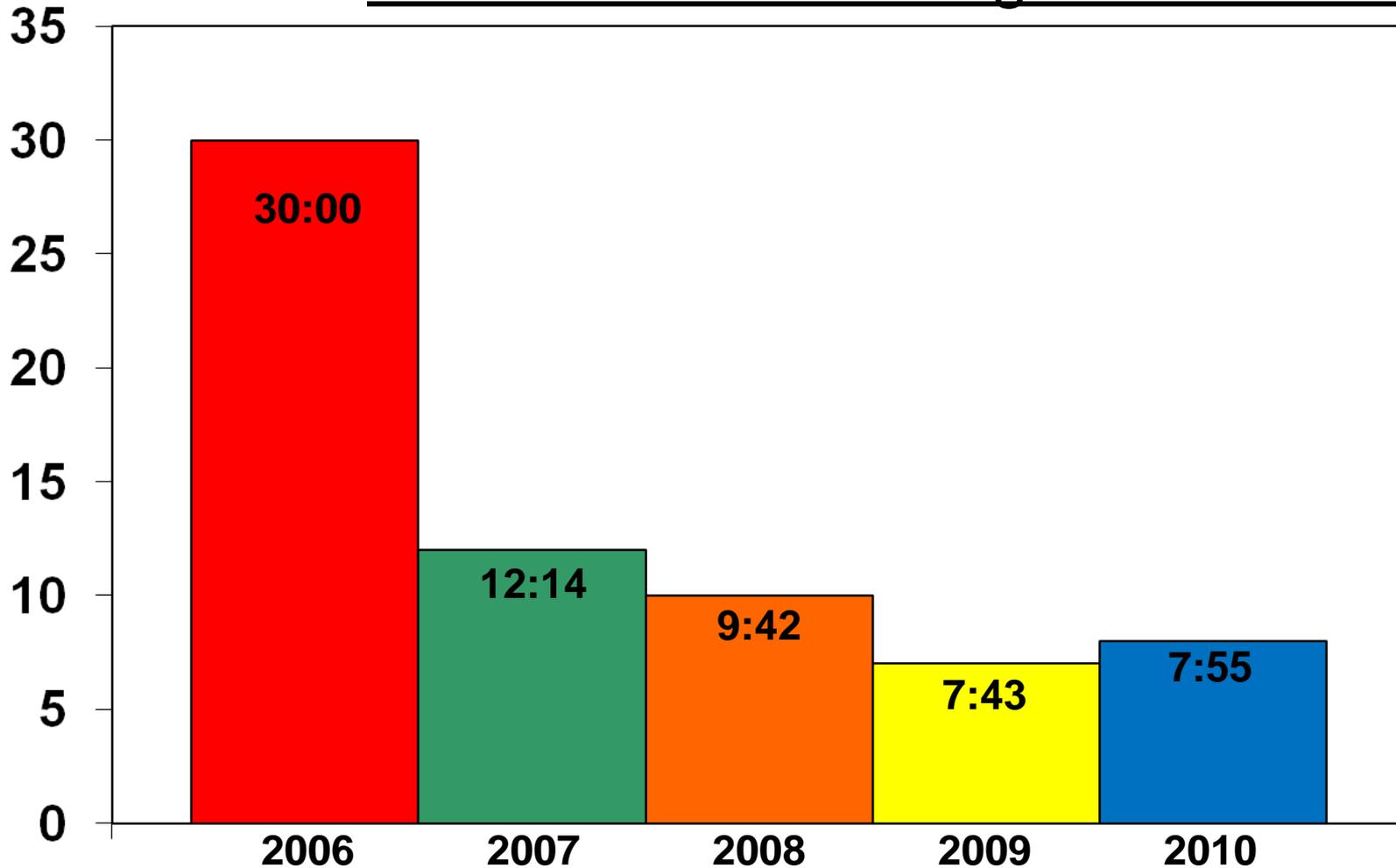
- Agency scorecard with measureable performance targets
 - Title processing
 - Branch accuracy
 - Call center wait times
- Workplace Learning
 - Continuous classroom and online training
 - BMV College in coordination with IVY Tech



Initiatives & Accomplishments

Culture

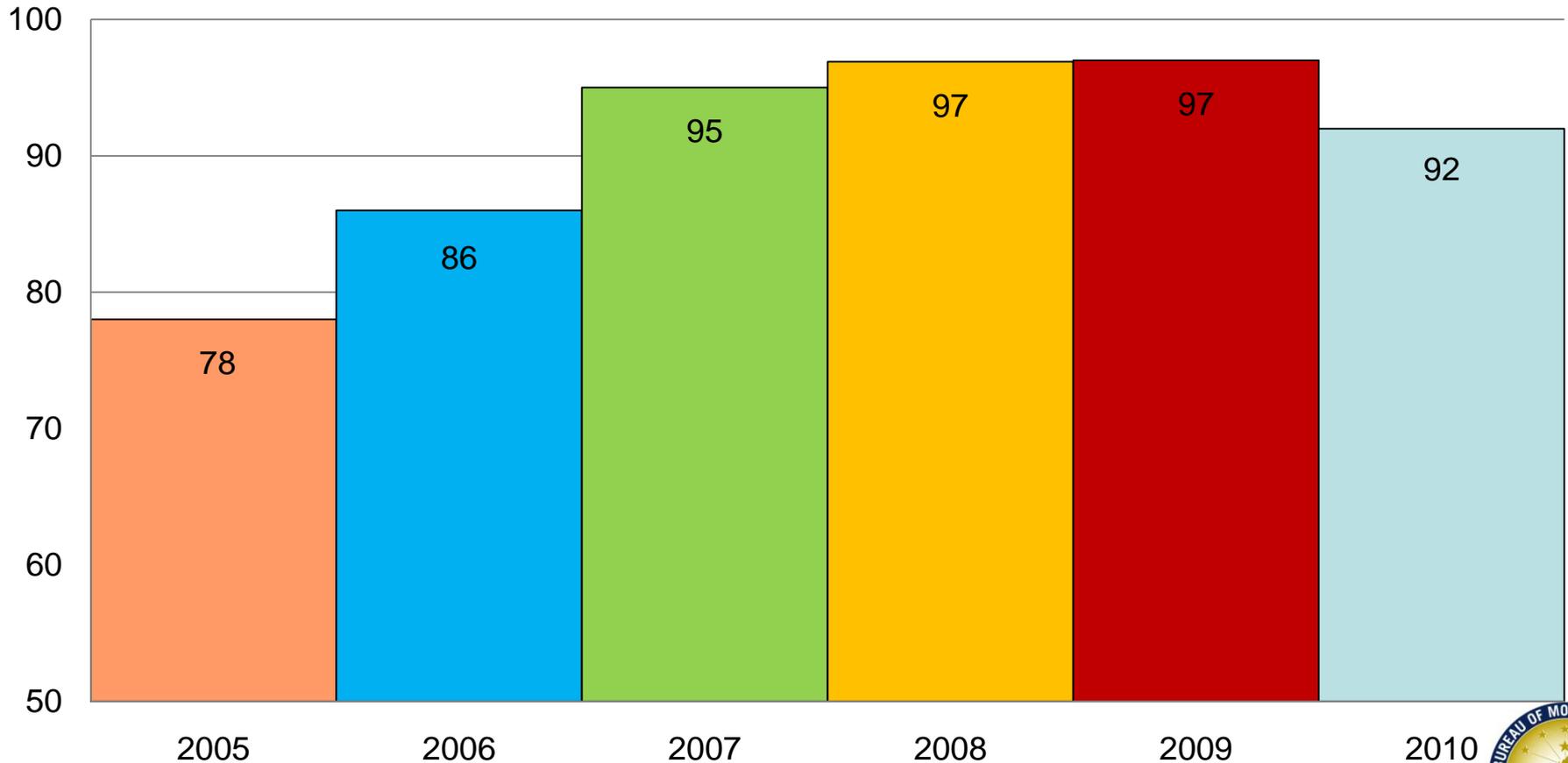
YTD Statewide Average Visit Times



Initiatives & Accomplishments

Culture

Customer Satisfaction Rates



Initiatives & Accomplishments

Culture

Proud Winner of

2010

AAMVA

Customer Service Excellence Award*

CSE AWARDS

AAMVA



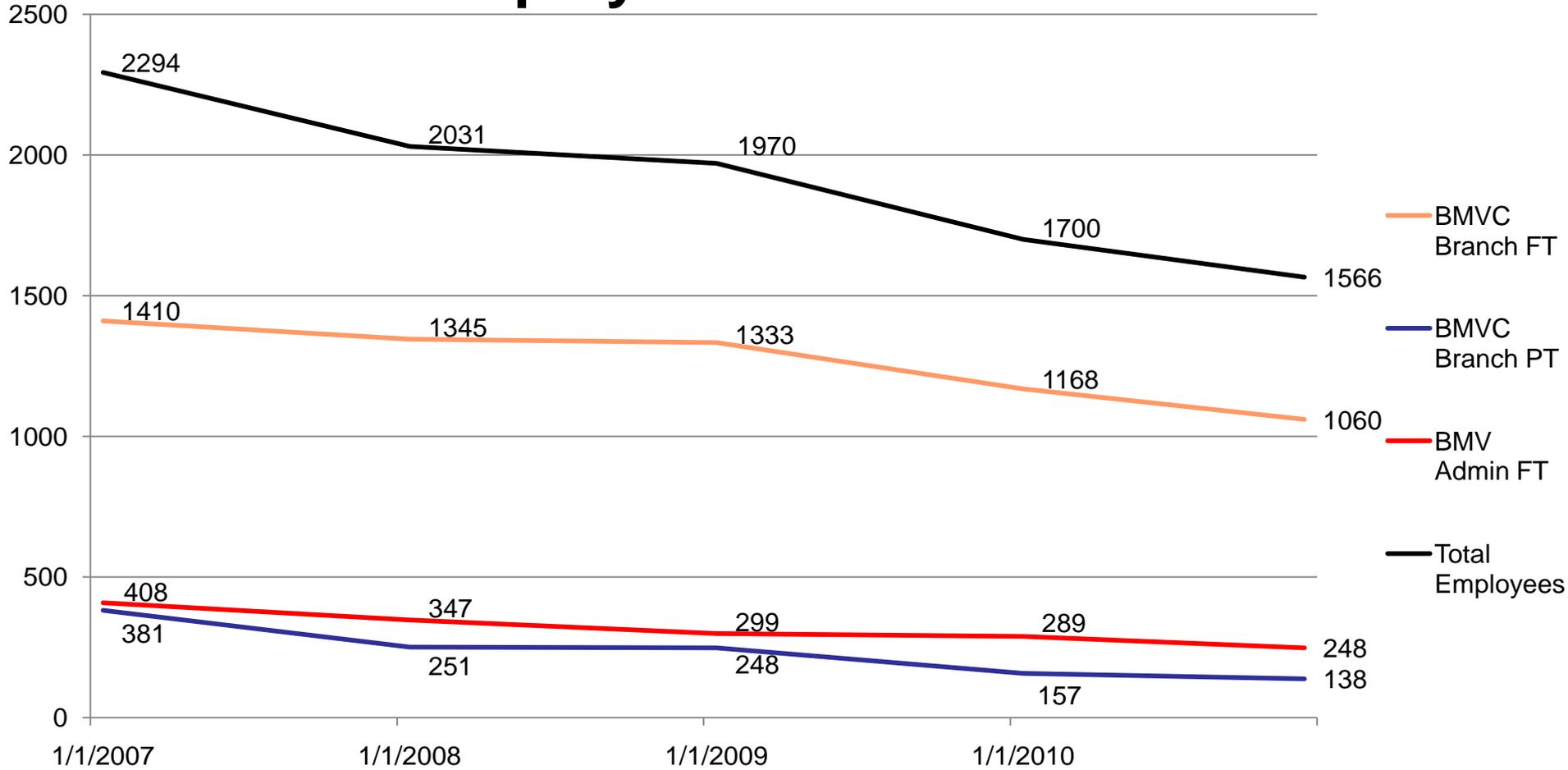
***Also won in 2008!**

Agency Challenges

- Reducing operational costs
- Maintaining and improving customer service
- Changing customer habits
 - Registration process 
 - Credentialing process
- Constantly reviewing business model and responsibilities of agency



BMV employment since 2007



Budget Overview

BMV/BMVC Headcount Overview Comparison

| | 1/1/2007 | 1/1/2008 | 1/1/2009 | 1/1/2010 | 12/1/2010 |
|------------------------|----------|----------|----------|----------|-----------|
| BMVC Branch FT | 1410 | 1345 | 1333 | 1168 | 1060 |
| BMVC Branch PT | 381 | 251 | 248 | 157 | 138 |
| BMVC Mail Center FT | 36 | 35 | 34 | 32 | 29 |
| BMVC Mail Center PT | 16 | 7 | 7 | 6 | 6 |
| BMVC Call Center FT | 43 | 43 | 44 | 38 | 52 |
| BMVC Call Center PT | 0 | 3 | 3 | 3 | 3 |
| BMVC Other | - | - | - | 6 | 29 |
| BMV Admin FT | 408 | 347 | 299 | 289 | 248 |
| BMV Admin PT | - | - | 2 | 1 | 1 |
| TOTAL | 2294 | 2031 | 1970 | 1700 | 1566 |
| % Decrease from 2007 - | | (11.5%) | (14.1%) | (25.9%) | (31.7%) |
| Annual % Decrease - | | (11.5%) | (3.0%) | (13.7%) | (7.9%) |



Budget Overview

BMV/BMVC Budgets Comparison

| | <u>FY 09-10</u> | <u>FY 10-11</u> | <u>FY 11-12</u> | <u>FY 12-13</u> |
|----------------|-----------------|-----------------|-----------------|-----------------|
| BMV Operations | \$ 31,896,195 | \$ 30,939,403 | \$ 30,939,403 | \$ 30,939,403 |
| License Plates | \$ 5,600,000 | \$ 5,600,000 | \$ 9,210,000 | \$ 14,059,500 |
| Technology | \$ 5,424,425 | \$ 5,261,692 | \$ 5,261,692 | \$ 5,261,692 |
| Financial Resp | \$ 6,858,478 | \$ 6,571,932 | \$ 6,571,932 | \$ 6,571,932 |
| Abandoned Veh | \$ - | \$ - | \$ - | \$ - |
| Dealer Invest | \$ - | \$ - | \$ - | \$ - |
| BMVC | \$ 80,076,652 | \$ 74,594,057 | \$ 74,594,057 | \$ 74,594,057 |
| Total: | \$ 129,855,750 | \$ 122,967,084 | \$ 126,577,084 | \$ 131,426,584 |

